



EAGLE

News

Our Poll Workers' Inside Look at the County of San Diego Elections.



The Seiler Report

Hello again, from the Registrar of Voters!

The sound you thought you heard the end of June was the voice of celebration in our office when it was announced there will be no special statewide election in 2011. After months of speculation and a few emails to inquire about your availability to work at the polls on any Tuesday in June, the state

budget was adopted without calling a special election.

This is good news because our office is busy catching up on long overdue projects and preparing for a very interesting 2012 election cycle.

Next year, of course, is the presidential election. But unlike 2008 when the presidential primary was held in February and the direct primary was conducted separately in June, the Legislature this year combined the two primaries into a single election. This consolidated primary will occur on June 5, 2012 and it will save millions of dollars.

The June 2012 primary election will be exciting for other reasons. First, it will be California's initial experience with the "Top Two Primary Election" system adopted by voters as Proposition 14 on the June 2010 ballot. Under this new primary election method, all candidates, regardless of political party, will appear on the ballot together. Voters will be able to vote for any of the candidates listed, regardless of their political party preference or the candidate's. I expect voters will like it.

Does this mean all separate party ballots will go away? Not quite. Candidates for U.S. President will be listed separately by party affiliation, as will county central committee candidates. So, for this election, we will continue to have separate ballots for the different political parties. In general we think this election method will be popular with the voters, as they can choose freely from among all the candidates running for office except President and central committee. But voters

may have some questions regarding this new ballot, so we will work with you to ensure the process works smoothly.

The other challenge we will face in the June 2012 primary election is that voters will be voting in newly drawn districts. Yes, it is redistricting time, and state and local political boundaries are changing. Because some voters may not see the names of a few familiar incumbents on their ballot, we will do our best to educate them about the new boundaries.

The change in political boundary lines will also mean that voting precinct lines must be redrawn. Again, we will do our best to make sure we let voters know where they must go to vote and we will supply you with updated precinct maps.

All these changes are exciting and challenging. As always, we rely on you to be ambassadors to our voters and to serve them with knowledge, graciousness, and good humor. Thank you for the fine civic service you perform.

Enjoy the rest of your summer and we'll see you next year!

Deborah Seiler

Registrar of Voters

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New Chief Deputy

Hello Everyone! Wow! I've been hearing really great things about all of you and can't wait to watch you swing into action in 2012. My focus is definitely on providing excellent customer service and I am so pleased with the feedback we received from voters in 2010.

Thank you ALL so much for your continued and dedicated service!

Cynthia L. Paes

Chief Deputy, Elections Services Division

November 2010 Election Stats

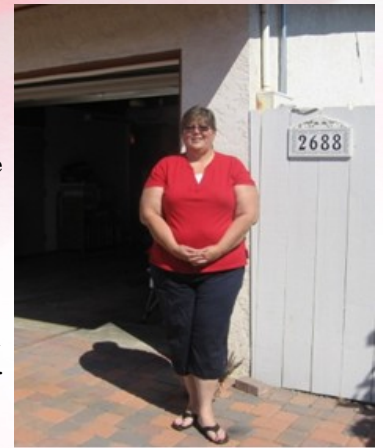
- * 62% of precinct inspectors recruited their boards – highest ever! up 22.3% from June
- * 20% of our poll workers dropped before Election Day – 2nd highest – ouch! (June had 21%)
- * 97% participated in the online training and 93% completed it – up 7% from June
- * 48% of clerks attended optional classroom training
- * 83.4% was the average online training assessment score – up 1.6% from June
- * 86% was the average poll worker training quiz score – up 7% from June
- * 94% of precinct and touchscreen inspectors picked up their supplies on SUPU weekend - Shooting for 100%!
- * 53% of precincts balanced their ballot statement correctly – another ouch!
- * 98% of precinct inspectors marked the M's on the rosters correctly – up 9% from June, 2010

Featured Poll Worker/Poll Owner

Turns out poll owners are involved for many of the same reasons poll workers are: the opportunity to catch up with their neighbors and families, the fulfillment from having helped them vote, the gratitude expressed by the voters in general, and the resulting sense of pride in having served their community. Last November we had 102 poll owners who also were poll workers and 26 of those owners had spouses and children serving, too!

Julia James has been a poll owner and poll worker for 31 elections spanning over 20 years. She moved into her house in 1988 and voted at a neighboring poll site. The following year a representative from the RoV came around and recruited her house as a poll site. Julia, a stay at home mom, thought it would be a good civic minded thing to do, so she volunteered. When Julia's house was first used she served as a clerk under Arlene Dempster who for nearly 40 years now has been a poll worker in various positions.

Julia's crew now includes Arlene and herself. It has also been "A Family Affair", her husband, son and mother, have worked as poll workers and they help set up the night before, and get ready for election morning. Her husband kiddingly points out that being a poll site forces him to clean the garage at least twice most years. When asked why she continues to do this...Julia simply states "It is our civic duty. It's what we do!" She went on to say that it is a pleasure to do this election after election. Thank you Julia for your continued service!



Poll Worker Appreciation!

We hope you know that the work you do is appreciated by us and your community, but did you know the press takes note? In case you missed it Robert Hawkins wrote a great story in the Union Tribune about one of our poll workers, Boyd Applegate, during the November 2010 election. You can check it out here or at SDVote.com: ["Poll Worker: He's in it for the long haul. Trucker takes time off the road to work Election Day"](#).

Also, PARADE magazine recently published a top ten list of activities that everyone should have on their bucket list and, you guessed it, volunteering to be a poll worker is one of them! Find the story here or at SDVote.com: ["America's Bucket List 2011"](#). Next, keep your eyes out for the spring Eagle News where we plan to announce a new form of recognition specifically for you, our San Diego County poll workers...

Poll Worker Recruitment & Training

Recruitment Mission: Recruit committed, eligible citizens who will respect all voters and uphold the integrity of the election process on Election Day; retain these poll workers through meaningful feedback and recognition.

Training Mission: Ensure poll workers understand and complete their Election Day responsibilities with confidence, accuracy and graciousness by providing interactive training and supportive learning resources.

Greetings from the Poll Worker Recruitment and Poll Worker Training Teams and *Thank you* for a successful 2010. Whether you realize it or not you implemented two major changes with ease... You adapted beautifully to the *required* online training with shortened classroom training. And, precinct inspectors had personal cell phones available for communication with the RoV on Election Day.
(continued on page 3)

Poll Worker Recruitment & Training *(continued from page 2)*

By being able to train when it was convenient for you, to review when convenient for you AND on Election Day use a cell phone that you were familiar with the county realized not only cost savings but improved customer service for you *and* the voters. So, how do we know you are doing so well....?

After the election, as always, we ask for feedback about your performance from our customers, the voters. A Voter Survey was sent to 1,600 poll voters to give them an opportunity to rate our service on a scale of 1 (poor) – 5 (excellent). In response to the statement “The competence and helpfulness of the poll worker” you received a 4.59. “How was your overall voting experience?” 4.57... Great scores!

We also ask for your feedback about your experience on Election Day and again the majority of it is positive *and* interesting: “One voter arrived decked out in red, white and blue, looking like Aunt Samantha on 4th of July! The woman excitedly told of just becoming a citizen and voting for the first time. We should all be so excited about our right and responsibility to vote...”

Our student poll workers, most too young yet to vote, are a reliable source of touchscreen inspectors and bilingual poll workers, and after a day with you, we hope future voters and poll workers. So, what did they say about their experience at the poll: “I absolutely loved the experience. It’s an invigorating feeling because I felt I was really serving the community. There were funny moments and I loved my team. It was worth it & I had a lot of fun.”, “It is a good idea to ask your coworkers for help. They may be veteran poll workers & can help you lots.” and “Beyond learning about the voting process, I was exposed to the diversity of my community. Getting to know my fellow board members has been rewarding.”

And, the PIs who evaluate the students said: “Every poll should have at least one student worker. She did a fantastic job; completely professional the whole day! Great Worker!”, “I love them & voters love them!”, “It was fun and gave the poll a young vibe.” and “They are smart, fresh, and have great common sense, these are our future, bring them on.”

To sum it all, from election statistics to customer surveys to the nature of your own feedback we are continually reminded that the poll workers of San Diego County are smart, conscientious volunteers whom we are proud and grateful to be able to count on....2012 here we come!

Logistics & Warehouse Operations

Mission: Manage accurate and secure poll worker supply assembly, distribution and de-processing, equipment maintenance, inventory control as well as provide timely office support.

What *do you do* when there is no election?

Besides work a regular eight-hour day, have two-day weekends, and the ability to go on vacation... there is still work to be done when no election is on the horizon. The Logistics and Warehouse Operations section of the Registrar of Voters has three permanent employees and twenty-five election workers and during the busy elections we all have ideas and jot them down. Later after we’ve cleaned up and inventoried all the poll supplies, we sit down to put together a list of the ideas and improvements we had during the election. After November’s election we came up with sixteen projects that we’d like to complete before the next election in 2012. All of the projects are aimed at streamlining our current procedures, as well as enhance customer service to our internal and external customers, you! The three of us are hard at work completing this list!

Among these projects are two that we’re really excited about. A new *Americans with Disabilities Act (ADA)* accessible voting booth and an electronic supply tracking system. The need for a new ADA accessible voting booth has increased over the years. With the aid of our Assistant Registrar of Voters, a committee was formed with members of the public where time is spent researching and discussing the actual needs of all voters. Our hope and our goal is to find or design a voting booth that is durable, easy to assemble, easy to transport and is accessible for *every* voter. At this point we have rough drawings and specifications and are in the process of “building” a prototype. So close!

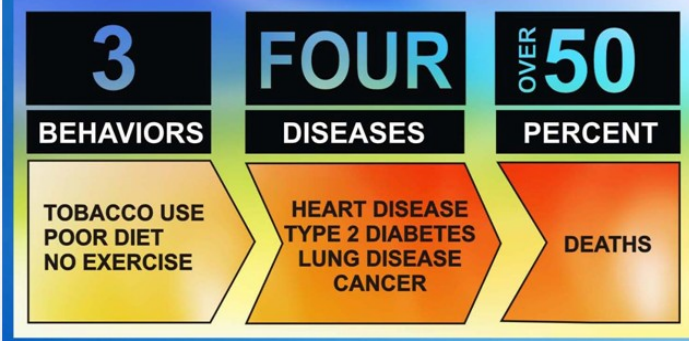
With up to 3300 sets of poll supplies to follow it has become almost a logistical traffic jam to track the assembly, the truck loading, the distribution and return of all those supplies. All this tracking currently is done by hand with many Microsoft Excel spreadsheets! As great as Excel is, it still takes hours of data entry to capture all the movement of the poll supplies. Using an electronic supply tracking system we would add a barcode label to many items. We would scan those items at any time during our process and wireless communication would update the information to an online database. The use of this technology would diminish hours of labor updating many spreadsheets and reduce the margin of human error as well as give us real-time updates. We love technology!

We’re very eager to see both of these projects to fruition! We feel both of these will improve customer service to all of our stakeholders. Stay tuned!

Have a safe and beautiful summer!

Health Tips!

Did you know...



Throughout the nation and locally three behaviors -- poor nutrition, lack of physical activity, and tobacco use -- contribute to four diseases: heart disease/stroke, cancer, type 2 diabetes, and respiratory conditions, such as asthma.

These diseases result in over 50% of deaths in San Diego. Improving our health habits will lead to improved quality of life and result in significant savings to taxpayers.

Take a few moments to watch our video by clicking on the link below or typing it into your browser:

http://www.youtube.com/watch?v=cLnyzTfYtwQ&feature=player_embedded#at=88

Wanted

Poll Worker's Email Addresses!

While we won't be giving up snail mail in the near future we do want to be able to have the option to communicate with you more frequently via email.

Please send to us at Pollworker@sdcounty.ca.gov the following:

- Name
- Address
- City/zip code
- Phone numbers
- Email address
- Precinct # if known



County of San Diego